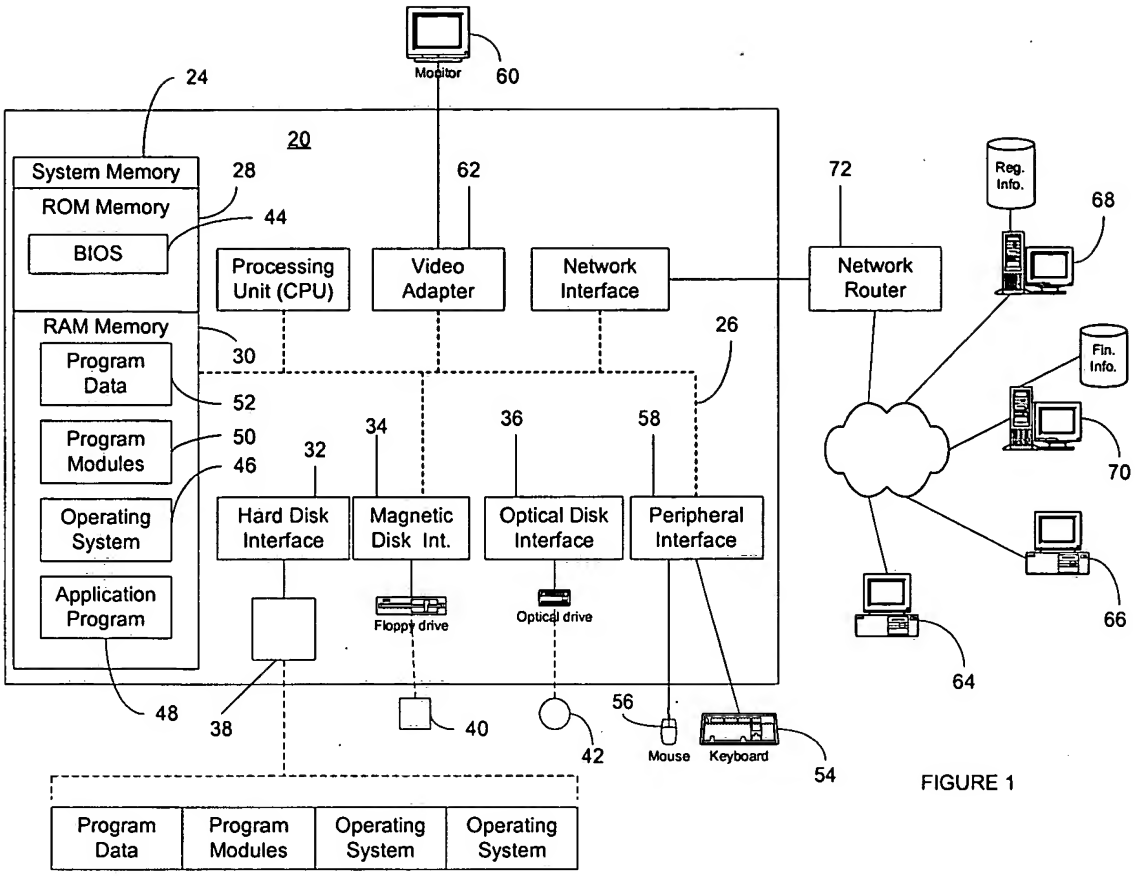
Monitor
60
24
20
System Memory
28
ROM Memory
44
BIOS
62
Processing Unit (CPU)
Video Adapter
Network Interface
72
Network Router
Reg. Info.
68
RAM Memory
30
26
Program Data
52
Program Modules
50
46
Operating System
Application Program
32
34
36
58
Hard Disk Interface
Magnetic Disk Int.
Optical Disk Interface
Peripheral Interface
Fin. Info.
70
66
64
Floppy drive
Optical drive
48
38
40
42
56
Mouse
Keyboard
54
Program Data
Program Modules
Operating System
Operating System

FIGURE 1

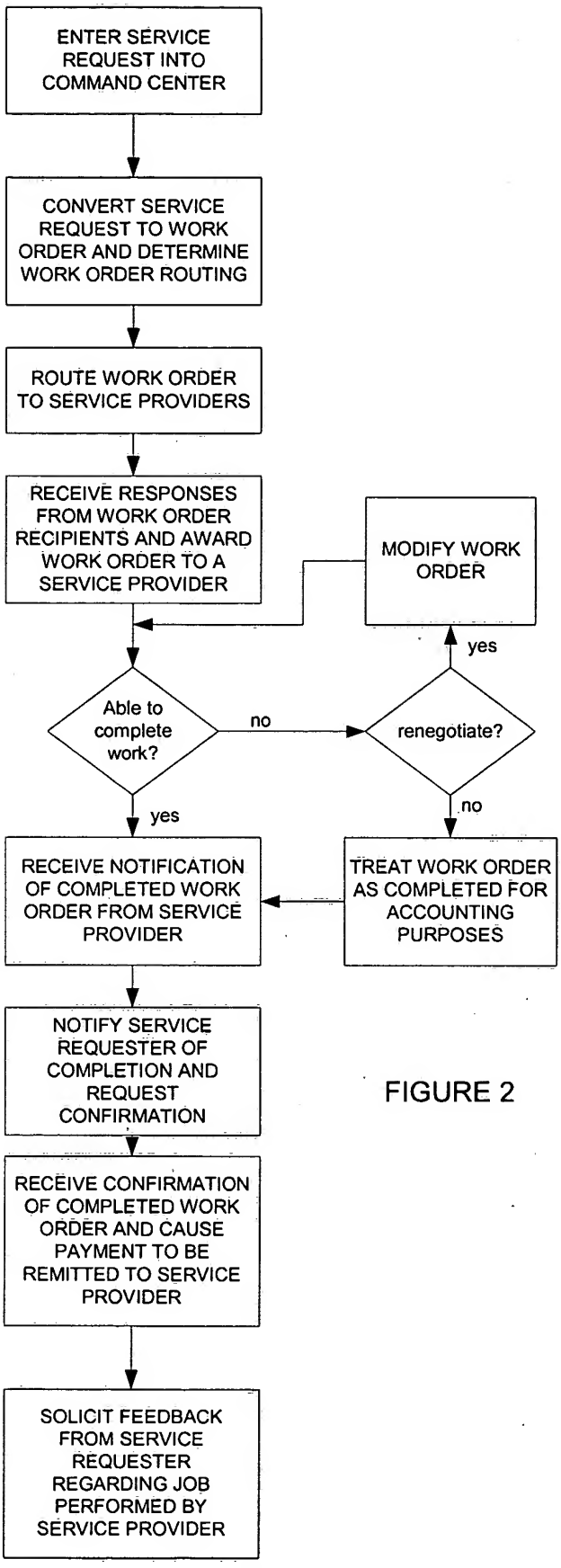
ENTER SERVICE REQUEST INTO COMMAND CENTER
CONVERT SERVICE REQUEST TO WORK ORDER AND DETERMINE WORK ORDER ROUTING
ROUTE WORK ORDER TO SERVICE PROVIDERS
RECEIVE RESPONSES FROM WORK ORDER RECIPIENTS AND AWARD WORK ORDER TO A SERVICE PROVIDER
MODIFY WORK ORDER
yes
Able to complete work?
no
renegotiate?
yes
no
RECEIVE NOTIFICATION OF COMPLETED WORK ORDER FROM SERVICE PROVIDER
TREAT WORK ORDER AS COMPLETED FOR ACCOUNTING PURPOSES
NOTIFY SERVICE REQUESTER OF COMPLETION AND REQUEST CONFIRMATION
RECEIVE CONFIRMATION OF COMPLETED WORK ORDER AND CAUSE PAYMENT TO BE REMITTED TO SERVICE PROVIDER
SOLICIT FEEDBACK FROM SERVICE REQUESTER REGARDING JOB PERFORMED BY SERVICE PROVIDER

FIGURE 2

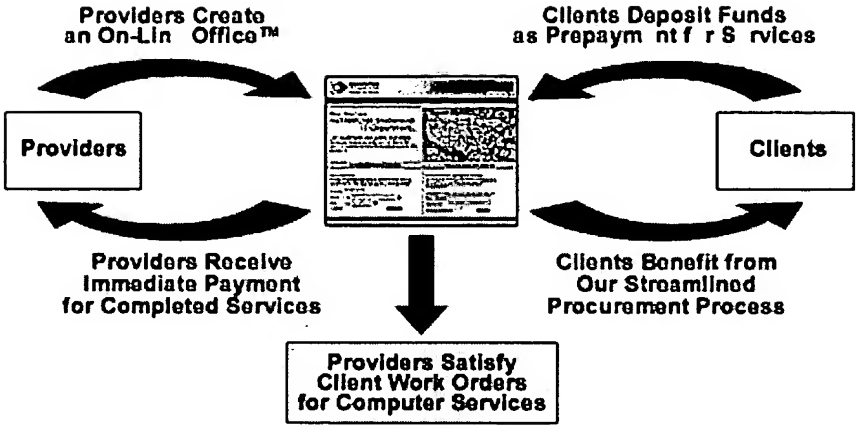
Providers Create
an On-Lin Office™
Clients Deposit Funds
as Prepaym nt f r S rvices
Providers
Clients
Providers Receive
Immediate Payment
for Completed Services
Clients Benefit from
Our Streamlined
Procurement Process
Providers Satisfy
Client Work Orders
for Computer Services

FIGURE 3

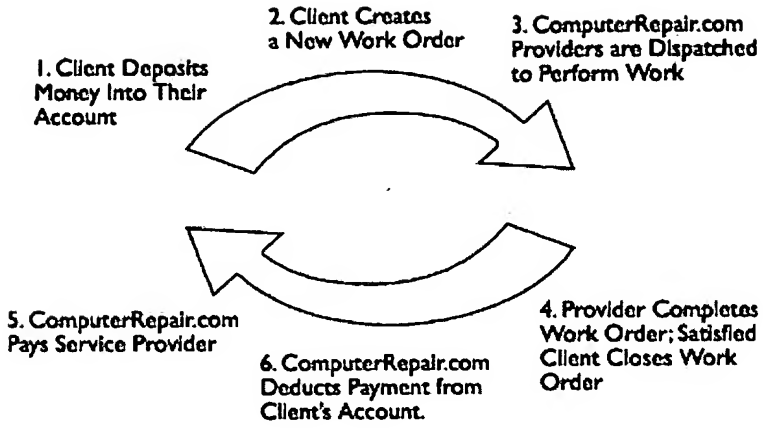
1. Client Deposits Money Into Their Account
2. Client Creates a New Work Order
3. ComputerRepair.com Providers are Dispatched to Perform Work
4. Provider Completes Work Order; Satisfied Client Closes Work Order
5. ComputerRepair.com Pays Service Provider
6. ComputerRepair.com Deducts Payment from Client's Account.

FIGURE 4

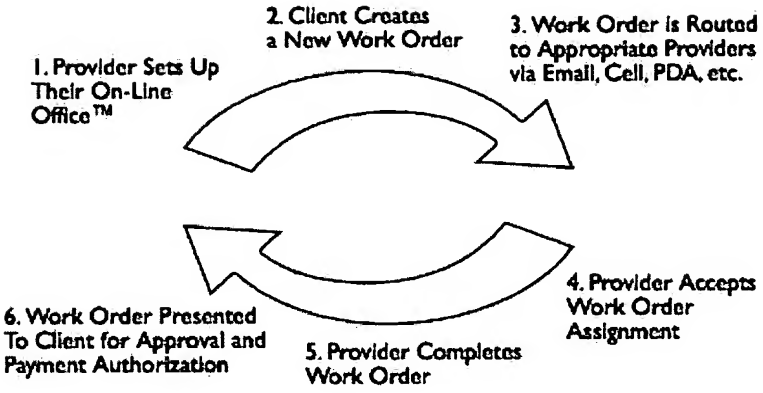
1. Provider Sets Up Their On-Line Office™
2. Client Creates a New Work Order
3. Work Order is Routed to Appropriate Providers via Email, Cell, PDA, etc.
4. Provider Accepts Work Order Assignment
5. Provider Completes Work Order
6. Work Order Presented To Client for Approval and Payment Authorization

FIGURE 5

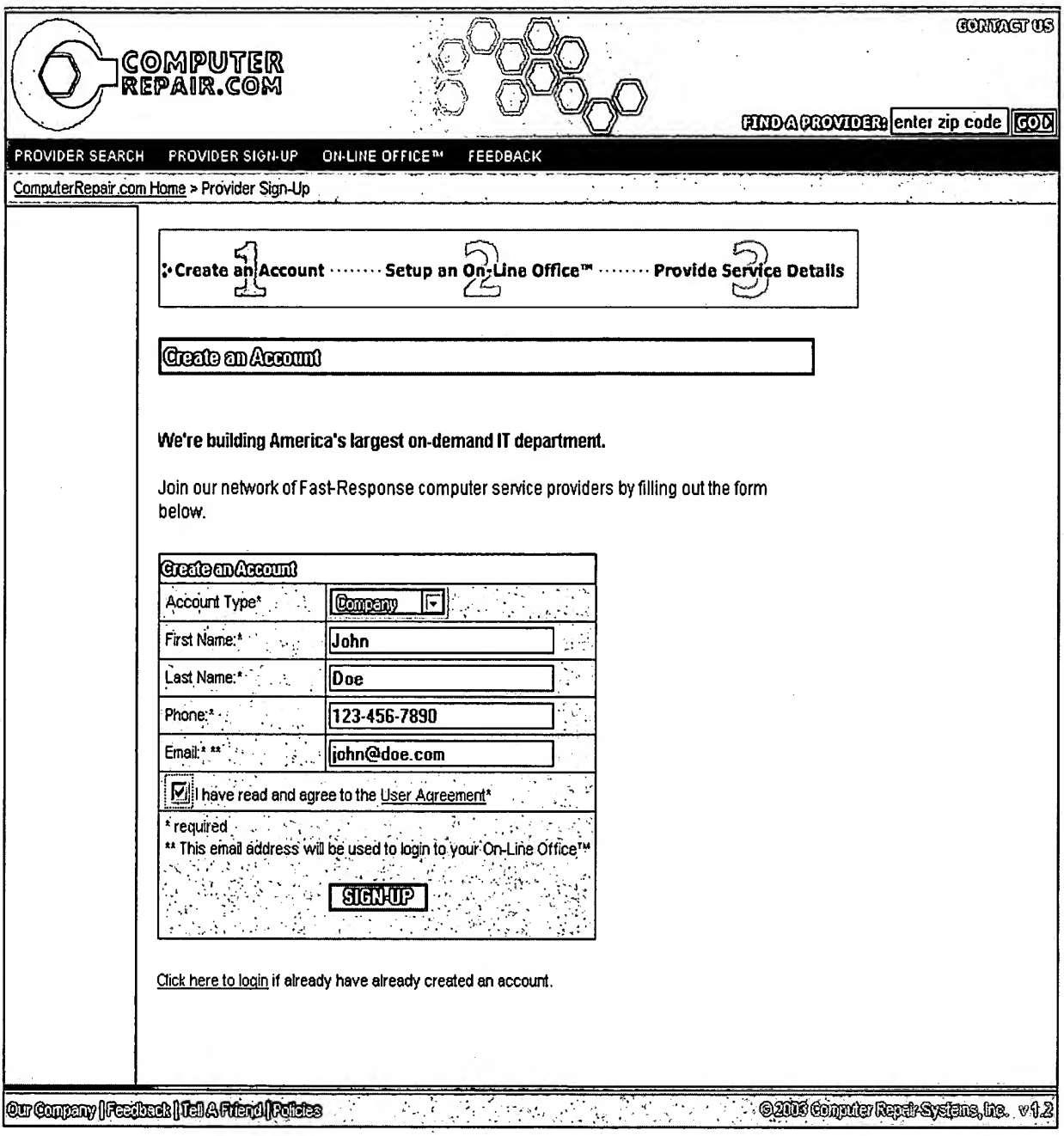
COMPUTER REPAIR.COM
CONTACT US
FIND A PROVIDER: enter zip code GO!
PROVIDER SEARCH
PROVIDER SIGN-UP
ON-LINE OFFICE™
FEEDBACK
ComputerRepair.com Home > Provider Sign-Up
1 Create an Account
2 Setup an On-Line Office™
3 Provide Service Details
Create an Account
We're building America's largest on-demand IT department.
Join our network of Fast-Response computer service providers by filling out the form below.
Create an Account
Account Type*
Company
First Name:*
John
Last Name:*
Doe
Phone:*
123-456-7890
Email:* **
john@doe.com
I have read and agree to the User Agreement*
* required
** This email address will be used to login to your On-Line Office™
SIGN-UP
Click here to login if already have already created an account.
Our Company | Feedback | Tell A Friend | Policies
©2003 Computer Repair Systems, Inc. v1.2

FIGURE 6

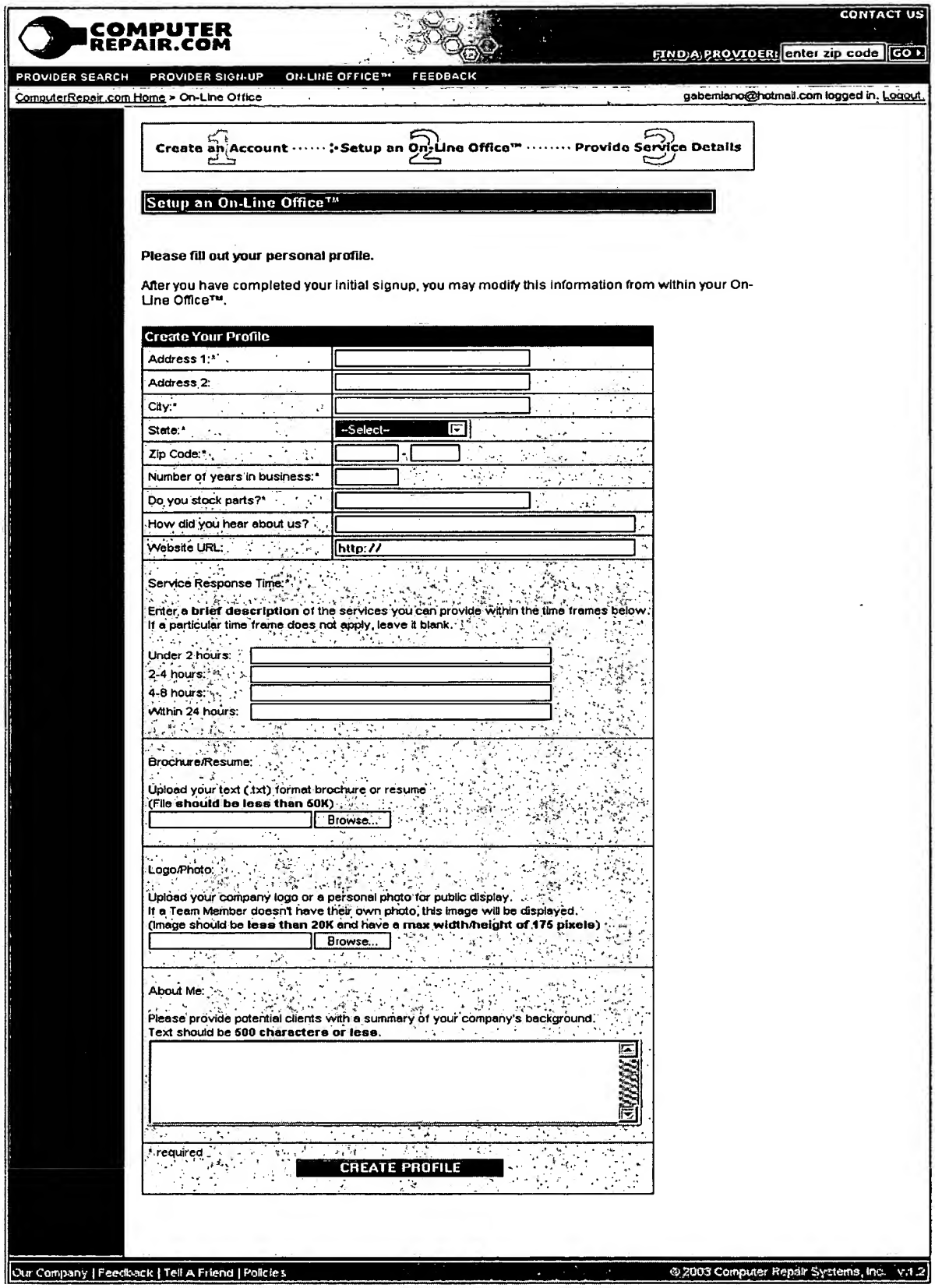
COMPUTER REPAIR.COM
CONTACT US
FIND A PROVIDER: enter zip code GO
PROVIDER SEARCH
PROVIDER SIGN-UP
ON-LINE OFFICE™
FEEDBACK
ComputerRepair.com Home > On-Line Office
gabemiano@hotmail.com logged in. Logout.
Create an Account 1 Setup an On-Line Office™ 2 Provide Service Details 3
Setup an On-Line Office™
Please fill out your personal profile.
After you have completed your initial signup, you may modify this information from within your On-Line Office™.
Create Your Profile
Address 1:*
Address 2:
City:*
State:*
--Select--
Zip Code:*
Number of years in business:*
Do you stock parts?*
How did you hear about us?
Website URL:
http://
Service Response Time:*
Enter a brief description of the services you can provide within the time frames below.
If a particular time frame does not apply, leave it blank.
Under 2 hours:
2-4 hours:
4-8 hours:
Within 24 hours:
Brochure/Resume:
Upload your text (.txt) format brochure or resume
(File should be less than 50K)
Browse...
Logo/Photo:
Upload your company logo or a personal photo for public display.
If a Team Member doesn't have their own photo, this image will be displayed.
(Image should be less than 20K and have a max width/height of 175 pixels)
Browse...
About Me:
Please provide potential clients with a summary of your company's background.
Text should be 500 characters or less.
* required
CREATE PROFILE
Our Company | Feedback | Tell A Friend | Policies
©2003 Computer Repair Systems, Inc. v1.2

FIGURE 7

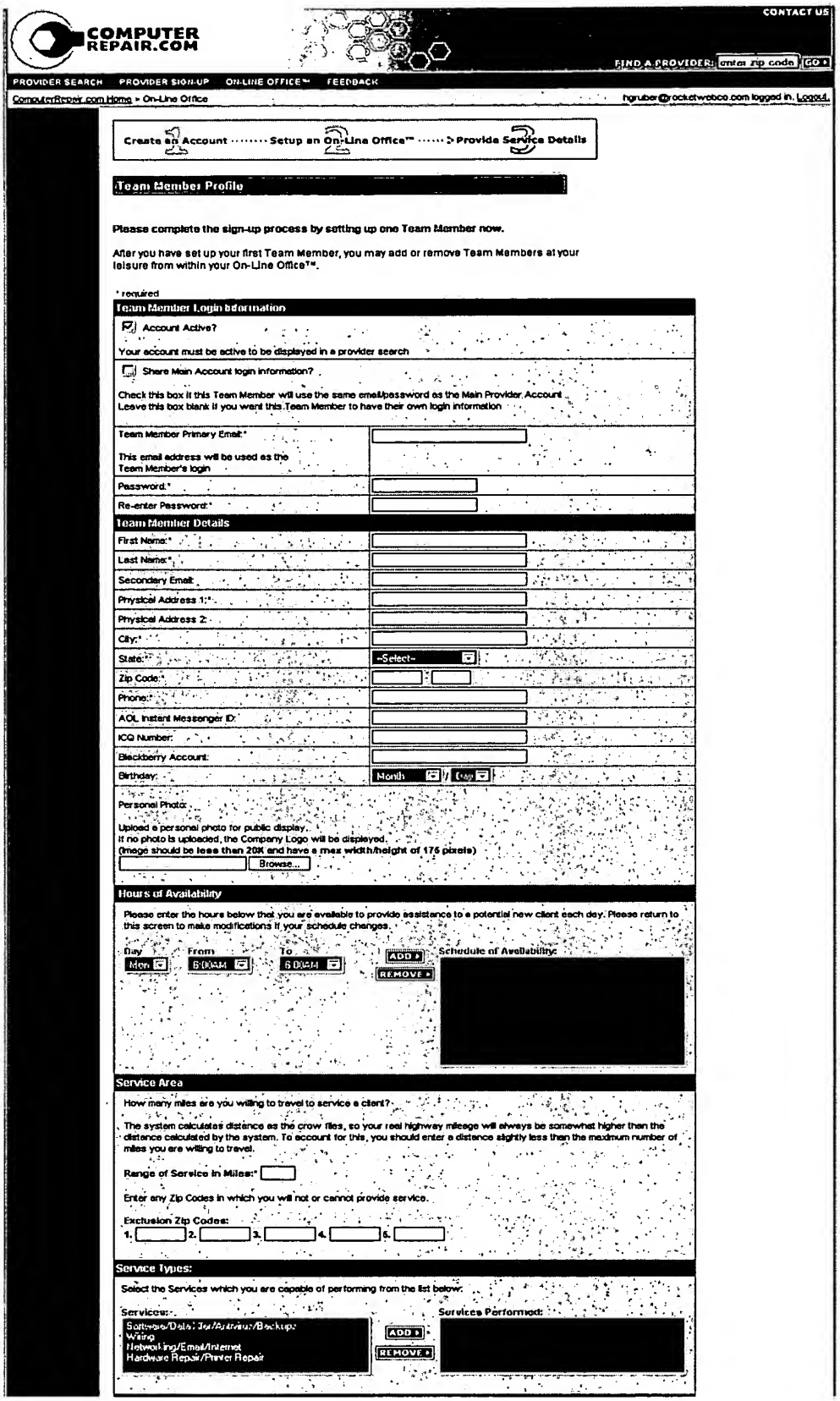
COMPUTER REPAIR.COM
CONTACT US
FIND A PROVIDER: enter zip code GO
PROVIDER SEARCH
PROVIDER SIGN-UP
ON-LINE OFFICE™
FEEDBACK
ComputerRepair.com Home » On-Line Office
hgruber@rocketwebco.com logged in. Logout.
Create an Account ····· Setup an On-Line Office™ ····· Provide Service Details
Team Member Profile
Please complete the sign-up process by setting up one Team Member now.
After you have set up your first Team Member, you may add or remove Team Members at your leisure from within your On-Line Office™.
* required
Team Member Login Information
Account Active?
Your account must be active to be displayed in a provider search
Share Main Account login information?
Check this box if this Team Member will use the same email/password as the Main Provider Account.
Leave this box blank if you want this Team Member to have their own login information
Team Member Primary Email:*
This email address will be used as the Team Member's login
Password:*
Re-enter Password:*
Team Member Details
First Name:*
Last Name:*
Secondary Email:
Physical Address 1:*
Physical Address 2:
City:*
State:*
-Select-
Zip Code:*
Phone:*
AOL Instant Messenger ID:
ICQ Number:
Blackberry Account:
Birthday:
Month
Day
Personal Photo:
Upload a personal photo for public display.
If no photo is uploaded, the Company Logo will be displayed.
(Image should be less than 20K and have a max width/height of 175 pixels)
Browse...
Hours of Availability
Please enter the hours below that you are available to provide assistance to a potential new client each day. Please return to this screen to make modifications if your schedule changes.
Day
From
To
Mon
6:00AM
6:00AM
ADD
REMOVE
Schedule of Availability:
Service Area
How many miles are you willing to travel to service a client?
The system calculates distance as the crow flies, so your real highway mileage will always be somewhat higher than the distance calculated by the system. To account for this, you should enter a distance slightly less than the maximum number of miles you are willing to travel.
Range of Service in Miles:*
Enter any Zip Codes in which you will not or cannot provide service.
Exclusion Zip Codes:
1. 2. 3. 4. 5.
Service Types:
Select the Services which you are capable of performing from the list below:
Services:
Software/Data Tot/Antivirus/Backup
Wiring
Networking/Email/Internet
Hardware Repair/Printer Repair
ADD
REMOVE
Services Performed:

FIGURE 8a

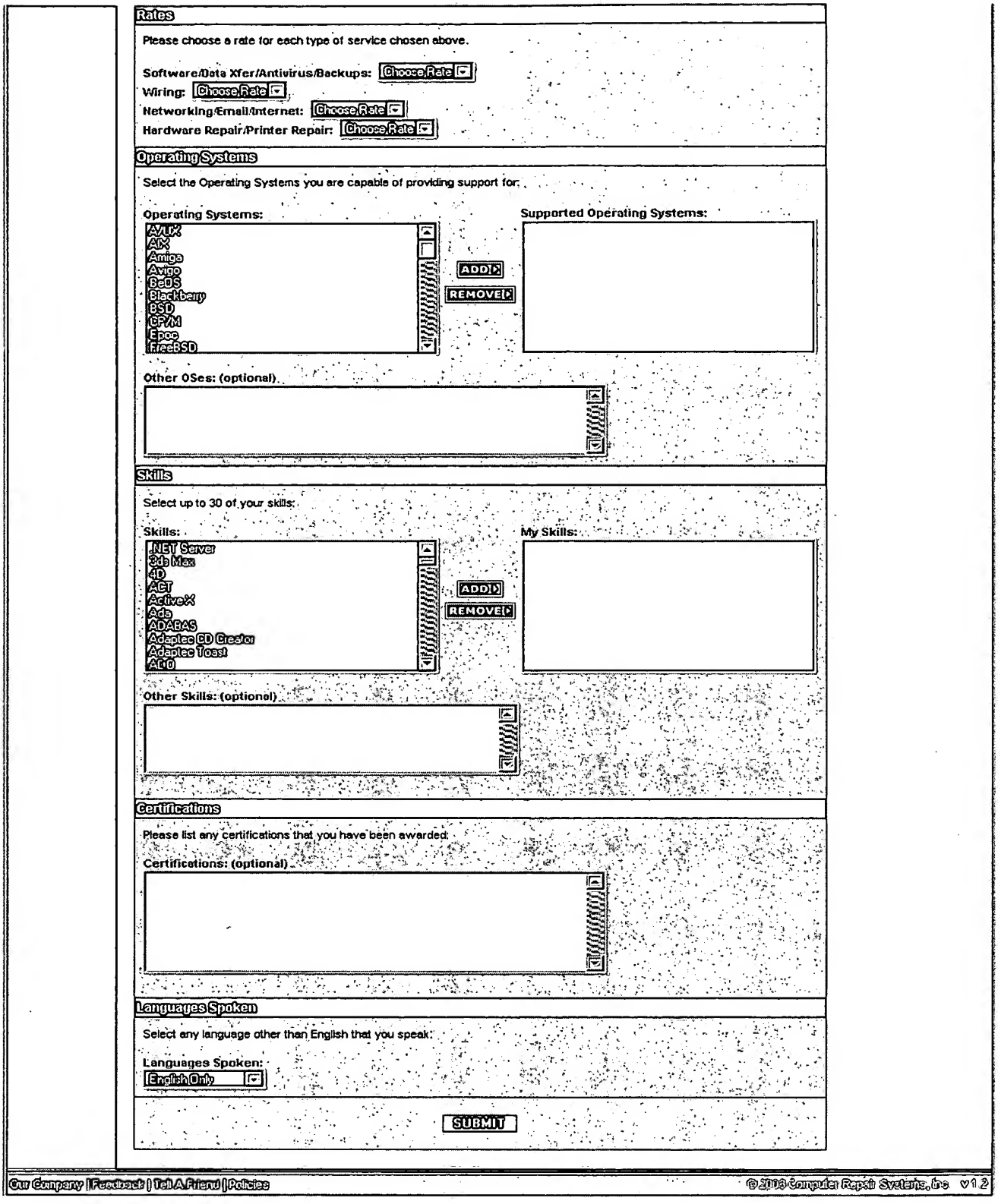
Rates
Please choose a rate for each type of service chosen above.
Software/Data Xfer/Antivirus/Backups: Choose Rate
Wiring: Choose Rate
Networking/Email/Internet: Choose Rate
Hardware Repair/Printer Repair: Choose Rate
Operating Systems
Select the Operating Systems you are capable of providing support for:
Operating Systems:
AVUX
AIX
Amiga
Avigo
BeOS
Blackberry
BSD
CP/M
Epoc
FreeBSD
ADD
REMOVE
Supported Operating Systems:
Other OSes: (optional)
Skills
Select up to 30 of your skills:
Skills:
.NET Server
3da Max
4D
ACT
ActiveX
Ada
ADABAS
Adaptec CD Creator
Adaptec Toast
ADO
ADD
REMOVE
My Skills:
Other Skills: (optional)
Certifications
Please list any certifications that you have been awarded:
Certifications: (optional)
Languages Spoken
Select any language other than English that you speak:
Languages Spoken:
English Only
SUBMIT
Our Company | Feedback | Tell A Friend | Policies
©2003 Computer Repair Systems, Inc v1.2

FIGURE 8b

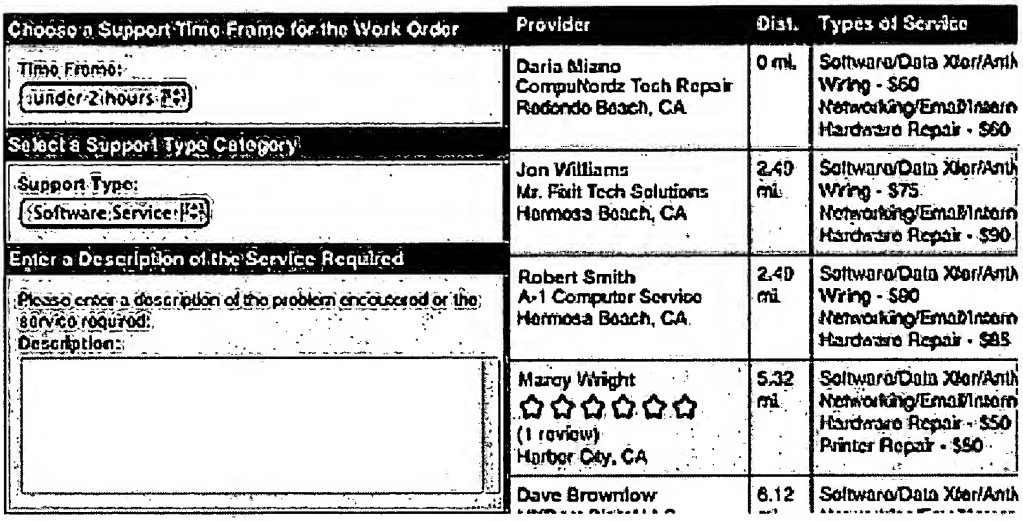
Choose a Support Time Frame for the Work Order
Time From:
Under 2 hours
Select a Support Type Category
Support Type:
Software Service
Enter a Description of the Service Required
Please enter a description of the problem encountered or the service required.
Description:
Provider
Dist.
Types of Service
Daria Miano
CompuNordz Tech Repair
Redondo Beach, CA
0 mi.
Software/Data Xfer/Anti
Wiring - $60
Networking/Email/Intern
Hardware Repair - $60
Jon Williams
Mr. Fixit Tech Solutions
Hermosa Beach, CA
2.40 mi.
Software/Data Xfer/Anti
Wiring - $75
Networking/Email/Intern
Hardware Repair - $90
Robert Smith
A-1 Computer Service
Hermosa Beach, CA
2.40 mi.
Software/Data Xfer/Anti
Wiring - $90
Networking/Email/Intern
Hardware Repair - $85
Marcy Wright
(1 review)
Harbor City, CA
5.32 mi.
Software/Data Xfer/Anti
Networking/Email/Intern
Hardware Repair - $50
Printer Repair - $50
Dave Brownlow
6.12
Software/Data Xfer/Anti

FIGURE 9

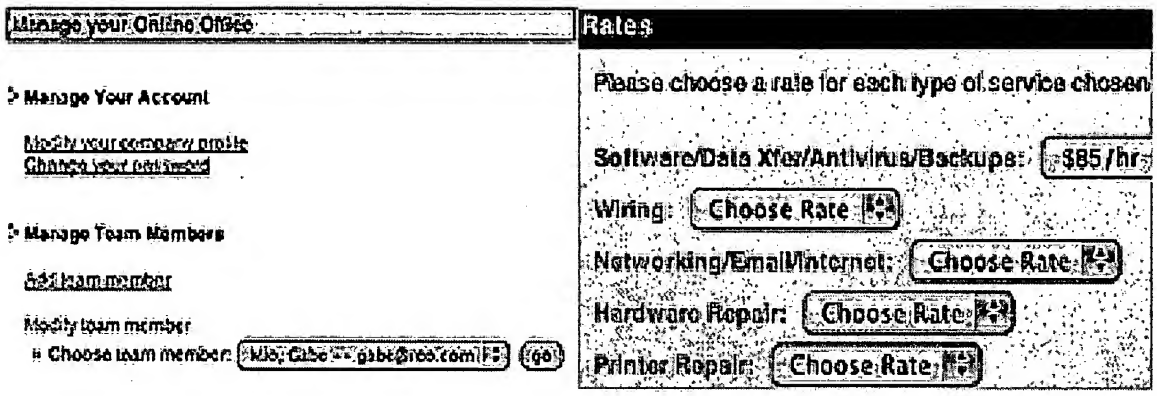
Manage your Online Office
Manage Your Account
Modify your company profile
Change your password
Manage Team Members
Add team member
Modify team member
Choose team member:
go
Rates
Please choose a rate for each type of service chosen
Software/Data Xfer/Antivirus/Backups:
$85/hr
Wiring:
Choose Rate
Networking/Email/Internet:
Choose Rate
Hardware Repair:
Choose Rate
Printer Repair:
Choose Rate

FIGURE 10

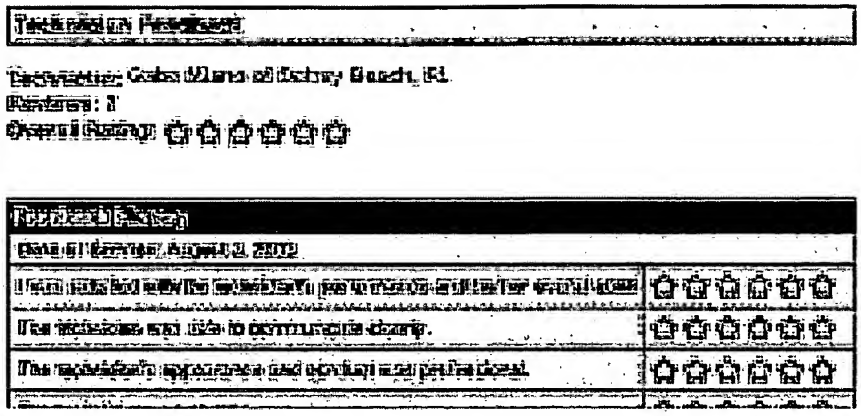

FIGURE 11

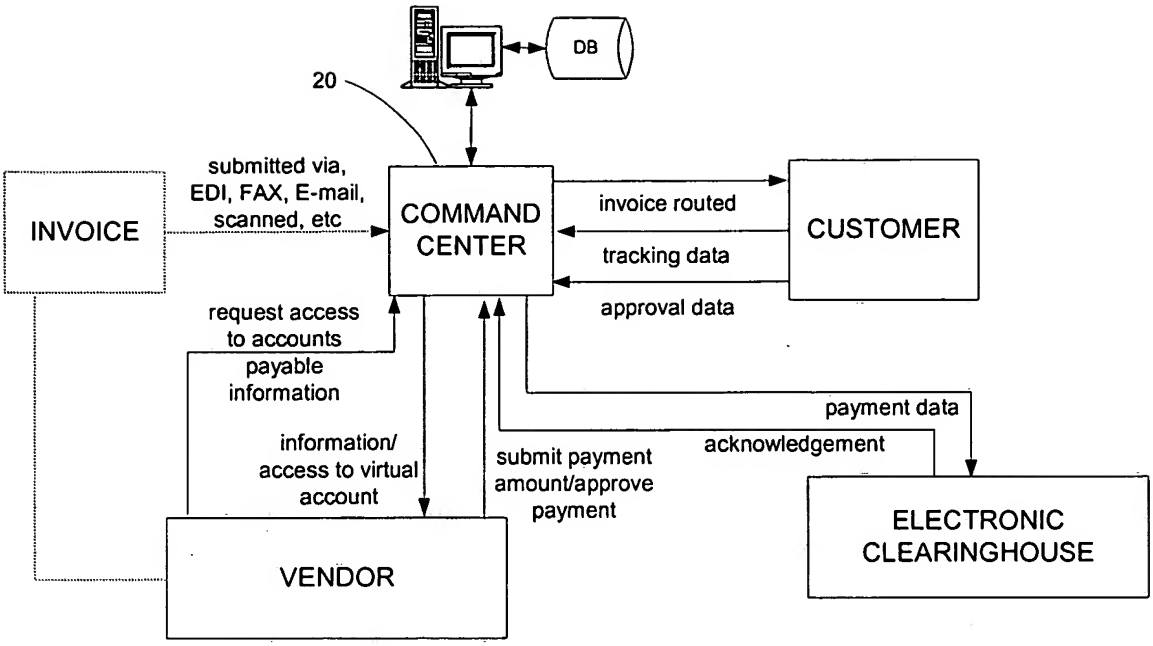
DB
20
INVOICE
submitted via,
EDI, FAX, E-mail,
scanned, etc
COMMAND
CENTER
invoice routed
tracking data
approval data
CUSTOMER
request access
to accounts
payable
information
information/
access to virtual
account
submit payment
amount/approve
payment
payment data
acknowledgement
VENDOR
ELECTRONIC
CLEARINGHOUSE

FIGURE 12